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a receiver for receiving a plurality user queries, each user query being associated with a different user or user process and consisting of at least one computation and an attribute-value list having one or more elements, each element being associated with an attribute having a value assigned by the associated user;

a device for determining queries in said plurality of queries having said at least one computation and sharing one or more elements in common with the user query to provide a set of related queries;

a computing device for computing a result of said first computation for the attribute-value list associated with each query in said set of related queries;

a comparator for comparing the results associated with said set of related queries to determine one or more queries having the greatest-valued result or one or more queries having the least-valued result; and

a control device for controlling said device for assisting to assign another computation from said plurality of computations as said first computation.

### **REMARKS/ARGUMENTS**

Attached hereto is a marked-up version of the changes made to the specification and claims by the current amendment. The attached page is captioned **"Version with markings to show changes made."**

In light of the above-amendment and remarks to follow, reconsideration and allowance of this application are requested.

Applicants appreciate the opportunity afforded by the Examiner on November 25, 2002 to provide a demonstration of the inventive system as currently being used by various clients and to discuss the merits of the present invention over the cited prior art references. Also, attached are copies of Dr. Inderpal S. Bhandari's (a co-inventor and CEO of applicant Virtual Gold, Inc.) email to Examiner Colbert dated December 3, 2002 and relevant web pages from [www.virtualgold.com](http://www.virtualgold.com) and [www.verintsystems.com](http://www.verintsystems.com) relating to the IntelliMiner product as discussed in the Examiner interview of November 25, 2002.

Claims 1-28 have been withdrawn from consideration by the Examiner pursuant to the Examiner's restriction requirement. Claims 29, 34, 35, 37, 39, 50, 54, 55, 57, 62, 63, 65-67, 76,

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93, 94 and 96 have been amended herein, accordingly claims 29-96 are presented for consideration.

Claims 29, 37, 39, 50, 54, 57, 62, 63, 65-67, 76 93, 94, and 96 have been rejected under 35 U.S.C. § 112, second paragraph, as allegedly being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention. Applicants have amended claims 29, 34, 35, 37, 39, 50, 54, 55, 57, 62, 63, 65-67, 76, 93, 94 and 96 to define their invention in clear and define term, as required by U.S.C. § 112. Applicants respectfully request that rejection of the claims under 35 U.S.C. § 112, second paragraph, be withdrawn.

Claims 29-96 have been rejected under 35 U.S.C. § 103(a) as allegedly being unpatentable over U.S. Patent No. 4,490,811 (Yianilos et al.) independently or in combination with U.S. Patent No. 5,802,515 (Adar et al.). Applicants respectfully traverse these rejections.

Yianilos et al. and Adar et al. only relate to an informational retrieval system, whereas the present invention generally relates to a system and method for analyzing data to enable users to make better informed decisions. Yianilos et al. performs an approximate string comparison operation and computes a measure of string similarity (Yianilos et al: col. 2, lines 20-22). Adar et al. identifies each document which contains the search string(s), counts the number of search strings which identified each document and ranks the document based on the count (Adar et al.: Figs. 2 and 3; col. 5, line 59 to col. 6, line 5; and col. 7, line 66 to col. 8, line 16).

Even assuming *arguendo* that Yianilos et al. and Adar et al. relate to a system for analyzing data, contrary to the Examiner's assertion, neither Yianilos et al. nor Adar et al. teach or suggest "determining queries in a plurality of queries having at least one computation and sharing one or more elements in common with the user query to provide a set of related queries," as called for in independent claim 29 and similarly in independent claims 50, 54, 57, 76, 93 and 96. In fact, col. 19, lines 4-5 in Yianilos et al. cited by the Examiner, merely describes that the associator circuit "scrutinizes the data it passes, looking for records that are very similar to the query provided." That is, even if we assume that "at least one computation" is a similarity function, then Yianilos et al. and Adar et al. at best compute the result of the user query by finding records that satisfy or are similar to the user query. Thus, Yianilos et al. or Adar et al. does not teach or suggest determining related queries and computing results for each related queries, as recited in independent claim 29 and similarly in independent claims 50, 54, 57, 76, 93 and 96.

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Additionally, Yianilos et al. or Adar et al. does not teach or suggest determining computationally related queries, as called for in claims 54 and 93.

Further, Yianilos et al. or Adar et al. does not teach or suggest pre-determining a set of computationally related queries and pre-determining queries having the greatest-valued or least-valued result from the set of computationally related queries, as called for in claims 50 and 76.

Therefore, in view of the foregoing differences, it is respectfully submitted that Yianilos et al. independently or in combination with Adar et al. does not render obvious claims 29, 50, 54, 57, 76, 93 and 96 or any of claims 30-49, 51-53, 55, 56, 58-75, 77-92, 94 and 95 dependent on claims 29, 50, 54, 57, 76 and 93.

In view of the above, each of the presently pending claims in this application is believed to be in immediate condition for allowance. Accordingly, the Examiner is respectfully requested to withdraw the outstanding rejection of the claims and to pass this application to issue.

The Commissioner is hereby authorized to deduct the extension fee (\$55.00) from Deposit Account No. 50-0624, under Order No. NY-VIR 201-US (10001987) from which the undersigned is authorized to draw.

Dated: December 9, 2002

Respectfully submitted,

By 

C. Andrew Im

Registration No.: 40,657

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**VIR 201 (10001987)****VERSION WITH MARKINGS TO SHOW CHANGES MADE**

Please amend the claim as follows:

29. (Amended) A method of finding queries having greatest-valued or least-valued results, comprising the steps of:
- receiving a user query consisting of at least one computation and an attribute-valued [string] list having one or more elements, each element being associated with an attribute having a value assigned by a user or a user process;
  - determining queries in a plurality of queries having said at least one computation and sharing one or more elements in common with the user query to provide a set of related queries;
  - computing a result of said at least one computation for the attribute-value[d string] list associated with each query in said set of related queries; and
  - comparing the results associated with said set of related queries to determine one or more queries having the greatest-valued result, or one or more queries having the least-valued result.
34. (Amended) The method of claim 33, further comprising the step of generating a list of queries having said at least one computation, each query being associated with an attribute-value[d string] list having the greatest-valued result of all queries in said plurality of queries sharing one or more elements in common with a preceding query or a succeeding query in said list of queries.
35. (Amended) The method of claim 34, wherein said list of queries yields a non-decreasing succession of numeric results and wherein the step of generating a list of queries comprises the steps of:
- (a) adding the query in said set of related queries having the greatest-valued result as a last query in said list of queries;
  - (b) determining queries in said plurality of queries having said at least one computation and sharing one or more elements in common with said last query to provide a set of queries related to said last query;

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(c) computing a result of said at least one computation for the attribute-value[d string] list associated with each query in said set of queries related to said last query;

(d) comparing the results associated with said set of queries related to said last query to determine one or more queries having the greatest-valued result;

(e) selecting one query as the query having the greatest-valued result if it is determined that more than one query in said set of queries related to said last query has the greatest-valued result;

(f) adding the query having the greatest-valued result to end of said list of queries as a new last query if it is determined that said new last query is not equivalent to said last query; and

(g) repeating steps (b) through (f) until there is no query in said plurality of queries having a result greater than the last query and sharing one or more elements in common with the last query.

37. (Amended) The method of claim 36, further comprising the step of generating a list of queries having said at least one computation, each query being associated with an attribute-value[d string] list having the least-valued result of all queries in said plurality of queries sharing one or more elements in common with a preceding query or a succeeding query in said list of queries.

39. (Amended) The method of claim 29, further comprising the step of:

(a) assigning one query from said set of related queries as a first query;

(b) determining queries in said plurality of queries having said at least one computation and sharing one or more elements in common with said first query to provide a set of queries related to said first query;

(c) computing a result of said at least one computation for the attribute-value[d string] list associated with each query in said set of queries related to said first query;

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(d) comparing the results associated with said set of queries related to said first query to determine one or more queries having the greatest-valued result, or one or more queries having the least-valued result;

(e) assigning another query in said set of related queries as said first query; and

(f) repeating steps (b) through (e) for every query in said set of related queries.

50. (Amended) A method of finding queries having greatest-valued or least-valued results from a plurality of queries, each query having at least one computation and consisting of an attribute-value[d string] list having one or more elements, each element being associated with an attribute having a value, comprising the steps of:

generating pre-computed greatest-valued and pre-computed least-valued lists for each computation in a plurality of computations by:

pre-determining queries in said plurality of queries having said each computation to provide a set of computationally related queries; and

pre-determining for each query in said set of computationally related queries whether said each query has the greatest-valued result or the least-valued result for all queries in said set of computationally related queries sharing one or more elements in common with said each query;

receiving a user query consisting of at least one computation and one or more elements assigned by a user or user process;

selecting said pre-computed greatest-valued list and said pre-computed least-valued list associated with said at least one computation of the user query;

determining queries in said selected pre-computed greatest-valued list sharing one or more elements in common with the user query to provide one or more queries having corresponding greatest-valued results to provide a set of max queries; and

determining queries in said selected pre-computed least-valued list sharing one or more elements in common with the user query to provide one or more queries having corresponding least-valued results to provide a set of min queries.

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54. (Amended) A method of finding queries having greatest-valued or least-valued results from a plurality of queries, comprising the steps of:
- (a) receiving a user query consisting of a plurality of computations and an attribute-value[d string] list having one or more elements, each element being associated with an attribute having a value assigned by a user;
  - (b) assigning one computation from said plurality of computations as a first computation;
  - (c) determining queries in said plurality of queries having said first computation to provide a set of computationally related queries;
  - (d) determining queries in said set of computationally related queries sharing one or more elements in common with the user query to provide a set of related queries;
  - (e) computing a result of said first computation for the attribute-value[d string] list associated with each query in said set of related queries;
  - (f) comparing the results associated with said set of related queries to determine one or more queries having the greatest-valued result or one or more queries having the least-valued result;
  - (g) assigning another computation from said plurality of computations as said first computation; and
  - (h) repeating steps (f) through (g) for every computation in said plurality of computations.
55. The method of claim 54, wherein the step (d) further comprises the steps of:
- (i) assigning one query from said set of related queries as a first query;
  - (j) determining queries in said set of computationally related queries sharing one or more elements in common with said first query to provide a set of queries related to said first query;
  - (k) computing a result of said first computation for the attribute-value[d string] list associated with each query in said set of queries related to said first query;
  - (l) comparing the results associated with said set of queries related to said first query to determine one or more queries having the greatest-valued result, or one or more queries having the least-valued result;

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- (m) assigning another query in said set of related queries as said first query;  
and
- (n) repeating steps (j) through (m) for every query in said set of related queries.
57. (Amended) Apparatus for finding queries having greatest-valued or least-valued results, comprising:
- a device for receiving a user query consisting of at least one computation and an attribute-value[d string] having one or more elements, each element being associated with an attribute having a value assigned by a user;
  - a device for determining queries in said plurality of queries having said at least one computation and one or more elements in common with the user query to provide a set of related queries;
  - a computing device for computing a result of said at least one computation for the attribute-value[d string] list associated with each query in said set of related queries; and
  - a comparator for comparing the results associated with said set of related queries to determine one or more queries having the greatest-valued result or one or more queries having the least-valued result.
62. (Amended) The apparatus of claim 61, further comprising a generating device for generating a list of queries having said at least one computation, each query being associated with an attribute-value[d string] list having the greatest-valued result of all queries in said plurality of queries sharing one or more elements for common with a preceding query or a succeeding query in said list of queries.
63. (Amended) The apparatus of claim 62, wherein said list of queries yields a non-decreasing succession of numeric results and wherein said generating device comprises a control device for adding the query having the greatest-valued result as a last query in said list of queries, for operating said device for determining to determine queries in said plurality of queries having said at least one computation and sharing one or more elements in common with said last query to provide a set of queries related to said last query, for operating said computing device to compute a result of said at least one

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computation for the attribute-value[d string] list associated with each query in said set of queries related to said last query, for operating said comparator to compare the results associated with said set of queries related to said last query to determine one or more queries having the greatest-valued result, for selecting one query as the query having the greatest-valued result if it is determined that more than one-query in said set of queries related to said last query has the greatest-valued result, and for adding the [string] query having the greatest-valued result to end of said list of queries as a new last query if it is determined that said new last query is not equivalent to said last query.

65. (Amended) The apparatus of claim 64, further comprising a generating device for generating a list of queries having said at least one computation, each query being associated with an attribute-value[d string] list having the least-valued result of all queries in said plurality of queries sharing one or more elements in common with a preceding query or a succeeding query in said list of queries.
66. (Amended) The apparatus of claim 65, wherein said list of queries yields a non-decreasing succession of numeric results and wherein said generating device comprises a control device for adding the query in said of related queries having the least-valued result as a last query in said list of queries for operating said device for determining to determine queries in said plurality of queries having said at least one computation and share one or more elements in common with said last query to provide a set of queries related to said last query, for operating said computing device to compute a result of said at least one computation for the attribute-value[d string] list associated with each query in said set of queries related to said last query, for operating said comparator to compare the results associated with said set of queries related to said last query to determine one or more queries having the least-valued result, for selecting one query as the query having the least-valued result if it is determined that more than one query in said set of queries related to said last query has the least-valued result, and for adding the query having the least-valued result to end of said list of queries as a new last query if it is determined that said new last query is not equivalent to said last query.

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67. (Amended) The apparatus of claim 57, further comprising a control device for assigning one query from said set of related queries as a first query, for operating said device for determining to determine queries in said plurality of queries having said at least one computation and sharing one or more elements in common with said first query to provide a set of queries related to said first query, for operating said computing device to compute a result of said at least one computation for the attribute-value[d string] list associated with each query in said set of queries related to said first query, for operating said comparator to compare the results associated with said set of queries related to said first query to determine one or more queries having the greatest-valued result, or one or more queries having the least-valued result, and for assigning another query in said set of related queries as said first query.
76. (Amended) Apparatus for finding queries having greatest-valued or least-valued results from a plurality of queries, each query having at least one computation and consisting of an attribute-value[d string] list having one or more elements, each element being associated with an attribute having a value comprising:
- a device for generating pre-computed greatest-valued and pre-computed least-valued lists for each computation in a plurality of computations by pre-determining queries in said plurality of queries having said each computation to provide a set of computationally related queries and pre-determining for each query in said set of computationally related queries whether said each query has the greatest-valued result or the least-valued result for all queries in said set of computationally related queries sharing one or more elements in common with said each query;
  - a receiver for receiving a user query consisting of at least one computation and one or more elements assigned by a user or user process;
  - a selector for selecting said pre-computed greatest-valued list and said pre-computed least-valued list associated with said at least one computation of the user query; and
  - a device for determining queries in said selected pre-computed greatest-valued list sharing one or more elements in common with the user query to provide one or more queries having corresponding greatest-valued results to provide a set of max queries and

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determining queries in said selected pre-computed least-valued list sharing one or more elements in common with the user query to provide one or more queries having corresponding least-valued results to provide a set of min queries.

93. (Amended) Apparatus of finding queries having greatest-valued or least-valued result from a plurality of queries, comprising:

a receiver for receiving a user query consisting of a plurality of computations and an attribute-value[d string] list having one or more elements, each element being associated with an attribute having a value assigned by a user;

a device for assigning one computation from said plurality of computation as a first computation;

a device for determining queries in said plurality of queries having said first computation to provide a set of computationally related queries and determining queries in said set of computationally related queries sharing one or more elements in common with the user query to provide a set of related queries;

a computing device for computing a result of said first computation for the attribute-value[d string] list associated with each query in said set of related queries;

a comparator for comparing the results associated with said set of related queries to determine one or more queries having the greatest-valued result or one or more queries having the least-valued result; and

a control device for controlling said device for assigning to assign another computation from said plurality of computations as said first computation.

94. (Amended) The apparatus of claim 93, wherein said control device is operable to operate said device for assigning to assign one query from said set of related queries as a first query, for operating said device for determining to determine queries in said set of computationally related queries sharing one or more elements in common with said first query to provide a set of queries related to said first query, for operating said computing device to compute a result of said first computation for the attribute-value[d string] list associated with each query in said set of queries related to said first query, for operating said comparator to compare the results associated with said set of queries related to said first query to determine one or more queries having the greatest-valued result, or one or

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more queries having the least-valued result, and for operating said device for assigning to assign another query in said set of related queries as said first query.

96. (Amended) Apparatus of finding queries having greatest-valued or least-valued results from a plurality of queries, comprising:

a receiver for receiving a plurality user queries, each user query being associated with a different user or user process and consisting of at least one computation and an attribute-value[d string] list having one or more elements, each element being associated with an attribute having a value assigned by the associated user;

a device for determining queries in said plurality of queries having said at least one computation and sharing one or more elements in common with the user query to provide a set of related queries;

a computing device for computing a result of said first computation for the attribute-value[d string] list associated with each query in said set of related queries;

a comparator for comparing the results associated with said set of related queries to determine one or more queries having the greatest-valued result or one or more queries having the least-valued result; and

a control device for controlling said device for assisting to assign another computation from said plurality of computations as said first computation.

**Im, C. Andrew**

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**From:** Dr. Inderpal S. Bhandari [inderpal@virtualgold.com]  
**Sent:** Tuesday, Dec mber 03, 2002 2:56 PM  
**T :** ella.colbert@uspto.gov  
**Cc:** aim@fulbright.com  
**Subject:** Follow up to meeting

Ella:

It was delightful to meet you last week - thank you for taking the time to see the demonstration and for suggesting potential applications in racing (horse, car, dog, etc.). I found that fascinating and will look into those applications in the near future.

My follow-up items are addressed below:

1. I was to send you the reference to the Intelliminer product that won the best of show award at the prestigious ICCM conference. Intelliminer is being included by our partner Verint Systems (NASDAQ: VRNT) in their flagship Ultra line of products. Verint has licensed our patent-pending technology to do this and entered the product into the competition at the ICCM show. The full form of ICCM is International Call Center Management Conference. More information is available at [www.virtualgold.com/news\\_virtualgold.html](http://www.virtualgold.com/news_virtualgold.html). The first news item covers Intelliminer. It also has urls to the best-in-show announcement and product announcement on Verint's website.

2. I was to arrange access to demos for your primary in case you needed that. On setting up a password on our sportsminer web site, contractually we need to let NBA teams know prior to providing access. That is in process. An immediate route is to set up a webcast for your primary examiner. We do that all the time for our customers and it would be simple to schedule them in at their convenience. Whenever you feel your primary should look at the demos, please let me know a few suggested dates for a webcast and I will set it up immediately.

Andrew has indicated that he will shortly forward a formal response to your office action via facsimile. If there is anything further you need, pl. do not hesitate to let us know.  
best regards,

Inderpal.

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### **IntelliMiner Wins Best In Show award at ICCM show in Chicago**

August 5, 2002

At the recently concluded International Call Center Management (ICCM) event in Chicago, one of the industry's leading conferences, the award for Best of Show in the Reporting Tools Category was awarded to Verint's ULTRA IntelliMiner Data Mining and Analytics solution.

IntelliMiner was developed using core technology components licensed from Virtual Gold, Inc. IntelliMiner pinpoints cause/effect relationships not readily apparent in statistical data.

Verint Systems Inc. (NASDAQ: VRNT) is a leading provider of analytic solutions for communications interception, digital video security and surveillance, and enterprise business intelligence.

[See the full press release of the Best of Show announcement.](#)

[See the full press release about the IntelliMiner product.](#)

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## **Verint's ULTRA IntelliMiner Data Mining And Analytics Solution Wins Best of Show Award At International Call Center Management Event**

Monday, August 05, 2002

**IntelliMiner Chosen for Best Reporting Tool of the Year**

**WOODBURY NY, Aug 5, 2002** -- Verint Systems Inc. (NASDAQ: VRNT), a leading provider of analytic solutions for communications interception, digital video security and surveillance, and enterprise business intelligence, today announced that its advanced analytical solution, ULTRA™ IntelliMiner, received the Best of Show Award in the Reporting Tools category at the International Call Center Management event in Chicago, one of the industry's leading conferences.

IntelliMiner pinpoints cause/effect relationships not readily apparent in statistical data. Moreover, IntelliMiner automates data mining and intelligence delivery across the enterprise, reducing business reliance on highly trained information analysts and complex, manually-driven data delivery systems.

Designed for use with Verint's ULTRA Intelligent Recording solution, IntelliMiner uses next-generation data mining techniques to identify hidden, often counter-intuitive trends within recorded customer interactions. This intelligence can help the enterprise build sound performance guidelines that ultimately increase efficiency, lower costs, and deliver a better customer experience.

"Verint is honored to receive the Best of Show award," said Lou Boudreau, Chief Technology Officer at Verint Contact Center Solutions. "Our new ULTRA IntelliMiner solution delivers actionable intelligence that can help the enterprise build sound performance guidelines to increase efficiency, lower costs, and deliver a better customer experience."

Verint's ULTRA Intelligent Recording solution is an enterprise platform that enhances the contact center and helps turn it into an important asset for achieving business goals. ULTRA measures experience, process, and performance across the enterprise for many types of customer interaction and generates actionable intelligence that can be delivered directly to the desktops of key decision makers. ULTRA empowers the enterprise to meet customer expectations and to consistently deliver a branded customer experience.

### **About Verint Systems Inc.**

Verint Systems Inc., headquartered in Woodbury, New York, is a leading provider of analytic solutions for communications interception, digital video security and surveillance, and enterprise business intelligence. Verint software, which is used by over 800 organizations in over 50 countries worldwide, generates actionable intelligence through the collection, retention and analysis of voice, fax, video, email, Internet and data transmissions from multiple communications networks. Verint is a subsidiary of Converse Technology Inc. (NASDAQ: CMVT). Visit us at our website [www.verintsystems.com](http://www.verintsystems.com).

*Note: This release may contain forward-looking statements that involve risks and uncertainties. There can be no assurances that forward-looking statements will be achieved, and actual results could differ materially from forecasts and estimates. Important factors that could cause actual results to differ materially include: changes in the demand for the company's products; changes in capital spending among the company's current and prospective customers; the risks associated with the sale of large, complex, high capacity systems and with new product introductions as well as the uncertainty of customer acceptance of these new or enhanced products from either the company or its competition; risks associated with rapidly changing technology and the ability of the company to introduce new products on a timely and cost-effective basis; risks associated with changes in the competitive or regulatory environment in which the company operates; risks associated with significant foreign operations and international sales and investment activities, including fluctuations in foreign currency exchange rates, interest rates, and valuations of public and private equity; the volatility of macroeconomic and industry conditions and the international marketplace; risks associated with the*

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*company's ability to retain existing personnel and recruit and retain qualified personnel; and other risks described in filings with the Securities and Exchange Commission. These risks and uncertainties, as well as others, are discussed in greater detail in the filings of the company with the Securities and Exchange Commission.*

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## Verint Introduces ULTRA IntelliMiner - A New Analytical Tool To Deliver Actionable Intelligence Across The Enterprise

Tuesday, July 30, 2002

Detects Hidden Patterns and Trends In Contact Center Interactions, Delivers Intelligence Automatically to Decision Maker Desktops

**ICCM, CHICAGO, IL, July 30, 2002** -- Verint Systems Inc. (NASDAQ: VRNT), a leading provider of analytic solutions for communications interception, digital video security and surveillance, and enterprise business intelligence, today announced the launch of ULTRA™ IntelliMiner, an advanced analytical solution that identifies critical trends within a large volume of customer related data and automatically delivers actionable intelligence to decision makers across the enterprise.

IntelliMiner pinpoints cause/effect relationships not readily apparent in statistical data. Moreover, IntelliMiner automates data mining and intelligence delivery across the enterprise, reducing business reliance on highly trained information analysts and complex, manually-driven data delivery systems.

"IntelliMiner is designed to help enterprises cost effectively leverage their recorded customer interactions to improve business performance, maximize revenue-generating opportunities, and realize a greater return on investment from their recording systems and contact center activities," said Elan Moriah, President of Verint Contact Center Solutions.

Designed for use with Verint's ULTRA Intelligent Recording solution, IntelliMiner uses next-generation data mining techniques to identify hidden, often counter-intuitive trends within recorded customer interactions. This intelligence can help the enterprise build sound performance guidelines that ultimately increase efficiency, lower costs, and deliver a better customer experience.

IntelliMiner's portal-based user interface brings the benefits of advanced data mining directly to decision makers, with a robust tool set that includes: reports, graphs, and charts; visualization; data mining via dynamic queries, balanced scorecards / dashboards; industry-specific customizable reports; and interfaces to existing Customer Interaction and Customer Relationship Management systems (CIS / CRM).

Rapid, out-of-the-box deployment without the need for special integration or professional services helps minimize IntelliMiner's total cost of ownership.

IntelliMiner delivers more than the isolated statistics provided by static reports, charts, and performance indicators. IntelliMiner pinpoints *causation* - the underlying causes of success and failure - and it delivers intelligence that can be readily leveraged in business-winning strategies," stated Lou Boudreau, Chief Technology Officer of Verint Contact Center Solutions. "IntelliMiner thus empowers management to more rapidly address strategic business issues and achieve business goals."

Verint's ULTRA Intelligent Recording solution is an enterprise platform that enhances the contact center and helps turn it into an important asset for achieving business goals. ULTRA measures experience, process, and performance across the enterprise for many types of customer interaction and generates actionable intelligence that can be delivered directly to the desktops of key decision makers. ULTRA empowers the enterprise to

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surpass customer expectations and to consistently deliver a brand customer experience.

### **About Verint Systems Inc.**

Verint Systems Inc., headquartered in Woodbury, New York, is a leading provider of analytic solutions for communications interception, digital video security and surveillance, and enterprise business intelligence. Verint software, which is used by over 800 organizations in over 50 countries worldwide, generates actionable intelligence through the collection, retention and analysis of voice, fax, video, e-mail, Internet and data transmissions from multiple communications networks. Verint is a subsidiary of Comverse Technology Inc. (NASDAQ: CMVT). Visit us at our website [www.verintsystems.com](http://www.verintsystems.com).

*Note: This release may contain forward-looking statements that involve risks and uncertainties. There can be no assurances that forward-looking statements will be achieved, and actual results could differ materially from forecasts and estimates. Important factors that could cause actual results to differ materially include: changes in the demand for the company's products; changes in capital spending among the company's current and prospective customers; the risks associated with the sale of large, complex, high capacity systems and with new product introductions as well as the uncertainty of customer acceptance of these new or enhanced products from either the company or its competition; risks associated with rapidly changing technology and the ability of the company to introduce new products on a timely and cost-effective basis; risks associated with changes in the competitive or regulatory environment in which the company operates; risks associated with significant foreign operations and international sales and investment activities, including fluctuations in foreign currency exchange rates, interest rates, and valuations of public and private equity; the volatility of macroeconomic and industry conditions and the international marketplace; risks associated with the company's ability to retain existing personnel and recruit and retain qualified personnel; and other risks described in filings with the Securities and Exchange Commission. These risks and uncertainties, as well as others, are discussed in greater detail in the filings of the company with the Securities and Exchange Commission.*

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